Corrections IT Procurement Request Process Narrative
December 2010

The IT Procurement Request Process Narrative identifies the individual responsible for making requests, reviewing requests, deciding if requests should be forwarded to DOA/SITSD, and who manages the agency logs. As business process(s) are documented and/or updated, this document will be updated and additional flowcharts will be referenced. For the purpose of this document, the following titles involve the associated Department of Corrections (COR) staff:

Title	Personnel
COR IT Organization	
COR CIO	John Daugherty
COR NSB Chief	Jon Straughn
COR IT Staff	Staff that report to the CIO (i.e. Network Managers, Programmer Analysts, etc…)
COR Business Organization	
COR Administrators	
▪ Director	Mike Ferriter
▪ ACCD	Pam Bunke
▪ ITD	John Daugherty
▪ AFSD	Rhonda Schaffer
▪ SSD	Steve Barry
▪ MSP	Mike Mahoney
▪ MWP	Jo Acton
▪ YSD	Vacant
COR Bureau Chiefs	Bureau Chiefs that report to the above Administrators
SITSD Customer Relation Manager	Mike Cochrane
COR Supervisor	Non-IT Line Supervisors, typically report to a business Bureau Chief
COR Business Personnel	COR personnel other than the CIO, IT Supervisors, and their staff.

NARRATIVE PROCESSES

1) IT Procurement Request Made
   Any COR employee can make a request by filling out an IT procurement request form electronically and submitting it to their supervisor via email attachment.

2) Bureau Chief and/or Supervisor and Fiscal Analysis Approval
   At minimum, a line employee's Bureau Chief must submit the IT procurement request form insuring the request fits within the scope of the Department's strategic plans, via email to COR Service Desk or their designated procurement officer who will in turn submit it to COR Service Desk. If the cost of the request is greater than $2,500 fiscal approval will also be required. This process prevents COR's IT Staff from spending valuable time on an analysis process and then having the employee's supervisor or the Fiscal Division nix the request.

3) Analysis Process
   The IT Staff perform the analysis process and work with COR Business Personnel to obtain the requirements. The analysis process first focuses on the problem, then recommends possible solutions. IT Staff informs the NSB chief or his/her designee who determines if a DOA ITPR is needed.

4) Decision Process
   This is a mutual agreement between the NSB chief and/or designee and the Business Bureau Chief and/or Supervisor. In case of a disagreement, that Division's Administrator and/or the Department Management Team may intervene and appeal to the CIO (not shown on chart).

5) ITPR/ITSD Analysis & Approval
   The NSB decides and works with IT Staff to develop an ITPR and to determine the DOA State Procurement office's involvement. When needed, the IT Staff will refer questions to DOA/SITSD's Customer Relation Manager. The CIO or designee is responsible for sending the ITPR to DOA/SITSD when required by MITA and becomes the point of contact for the ITPR.

   a) Division Administrator Approval
      (1) If the purchase price is $2,500 or over, the Director, Division Administrator, or Warden needs to approve the purchase as part of step 2.

   b) The NSB chief or designee works with COR Accounting, Purchasing, Contracts, Legal, and DOA State Procurement to insure all procurement steps for purchases are followed.

   c) Any contracts or Statements of Work should be reviewed by COR Legal before being submitted to DOA State Procurement and/or submitted with the ITPR.

6) Purchase & Documentation Process: CIO or Delegate Purchases Tool.

   NSB is responsible for purchasing all information technology tools (hardware, software, etc.). The NSB chief insures all state and department purchasing policies are followed.

a) IT Staff who made the purchase updates hardware or software inventory, or supplies the information to the IT staff responsible for maintaining the inventory.

b) The NSB chief is responsible for updating DOA/SITSD's excel spreadsheet, which will be located in COR's IT Managers shared folder.

c) The NSB chief is responsible for forwarding the spreadsheet per DOA/SITSD standards on behalf of COR.

7) Purchase Process Completed.